

Annex "B"

Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog

Name of Government Agency/Office		MINDORO STATE UNIVERSITY			
Name of Office/Department		OFFICE OF THE REGISTRAR			
Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period	Remarks
EXTERNAL SERVICES					
1.Issuance of Transcript of Records	Complex Transaction	6 working days, 16 minutes	MMC: 806 MCC: 5812 MBC: 1008 Total: 7626	MMC: 34 MCC: 402 MBC: 1 Total: 439	Reasons for not claiming: *Clients forgot to claim their request. *Clients have no time to claim due to work. *Clients are currently working out of the province. *Clients are accepted by other

					institution even without presented credentials but will claim later.
2. ISSUANCE OF CERTIFICATIONS					
*Certificate of Transfer Credential	Complex Transaction	6 working days, 12 minutes	MMC: 170 MCC: 103 MBC: 171 Total: 444	MMC: 13 MCC: 40 MBC: 1 Total: 54	Reasons for not claiming *Clients are accepted by other institution even without presented credentials but will claim later.
*Certificate of Upper 25%	Complex Transaction	6 working days, 12 minutes	MCC: 69 MBC: 5 Total: 74	MCC: 4 Total: 4	Reasons for not claiming: *Clients forgot to claim their request. *Clients have no time to claim due to work. *Clients are currently working out of the province.

3. ISSUANCE OF 2ND COPY OF DIPLOMA	Complex Transaction	6 working days, 12 minutes	MMC: 10 MCC: 29 MBC: 4 Total: 43	0	
4. ISSUANCE OF CERTIFIED COPY OF DOCUMENTS	Simple Transaction	10 mins/page, another 3 mins for each additional page	MMC: 124 MCC: 400 MBC: 51 Total: 575	0	
INTERNAL SERVICES					
*Certificate of Enrollment	Simple Transaction	11 minutes	MMC: 1071 MCC: 6698 MBC: 1973 Total: 9742	MMC: 52 Total: 52	a. Clients have no time to claim their request even the request had been processed due to busy schedules.
*Certificate of Grades	Simple Transaction	2 working days, 12 minutes	MMC: 701 MCC: 3839 MBC: 1928 Total: 6468	MMC: 61 MCC: 124 MBC: 14 Total: 199	Reasons for not claiming: *Clients forgot to claim their request. *Clients have no time to claim due to hectic class schedule.